

Using Massive Online Open Courses By WHO In Implementation Of Quality & Patient Safety Standards: Experience By Aster Hospitals & Clinics GCC

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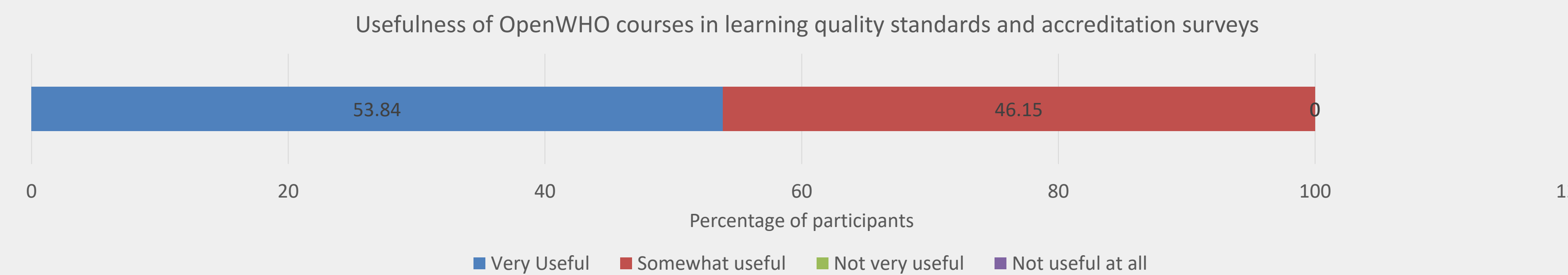
Background

- Healthcare organizations need ongoing resources to train and upskill staff on quality and patient safety standards. Hospitals need to comply with measurable elements where compliance with trainings on hand hygiene, infection control surveillance, immunization protocols, emerging global diseases, outbreak management etc. are vital requirements for ongoing compliance and accreditation certificates which are a hallmark of quality care.
- Getting highly qualified professionals to deliver ongoing content on a regular basis is often challenging especially in remote areas. Moreover, making staff attend these trainings within working hours becomes difficult due to either busy schedules, connectivity issues, multitasking roles or limited resources.
- Other challenge is to get multilingual evidence based content to deliver the trainings.
- Open WHO courses cover a variety of topics from vaccination, infection prevention and control to risk assessment, and Ethics in AI among other topics and serves as a credible source for learning.

Description

- OpenWHO is a free access platform, and it can be used by all. We explored the relevance of the content matching it to our standard requirement and introduced the app to staff. The challenge was to onboard staff not having smart phones, this was sorted by giving access to computers.
- For quality & patient safety professionals, the content of the courses empowers them to train other clinical and nursing teams on topics related to COVID-19 & Infection control & Prevention.
- As a first step we explored the relevance of the content matching it to our standard requirement. The portal was introduced to team members during the quality and patient safety committee.
- The ease of accessibility even in low band width and offline formats, usability with multidevice, easy-to-understand content, self paced, competency testing & a free digital certificate from the prestigious WHO enabled acceptance.
- Links of the app were shared via WhatsApp and emails for all staff and participation was encouraged. For topics which required staff to know additional points related to hospital setup contents from the modules were used to deliver classroom session. The WHO Open Access platform has helped complete mandatory training like hand hygiene, infection control surveillance, antimicrobial stewardship, introduction to hospital acquired infections and tracking etc.
- One of the accreditation standards requirements is awareness of global emerging diseases & preparedness for emergency encounter cases. We used the module on COVID-19 & Mpox to train staff on the subject & be prepared.
- WHO MOOCs also provide instruction on digital health and innovation. Organizations are in the process of undergoing digital transformation, and vendors offer numerous novel AI-related products. Ethics & Governance in AI in health has been a comprehensive module empowering healthcare practitioners with accurate information & facilitating decision-making

Measurement



We used two methods - accessing staff competency post training, feedback survey to understand staff perception of use of Open WHO digital platform. Achieving accreditation with Platinum status for Aster Sohar & Ibri was also an indirect way to measure success of the initiative. Poll Result: all participants thought them to be useful in varying degrees. None of the participants selected the options stating the course is not useful. Feedback survey poll credit: Mr. Cyril Benny, Quality – Aster Sohar

Lessons learnt

- Critical success factor: Stakeholder involvement and engagement. Ongoing communications and implementation in other Aster units.
- By introducing the open access platform, WHO is being instrumental in reducing and removing social inequality in access to education worldwide for both healthcare professionals and the community.
- Using Open WHO can save cost of ongoing mandatory training in hospitals
- Open WHO certificates are acceptable by assessors during accreditation surveys, hospitals can add this platform as training resource.
- The Platform is also a valuable resource for developing individual competency of Quality and Patient safety professionals. Ongoing communications and implementation in other hospitals.

Next steps

- After successfully introducing the platform at Aster Oman, we have also implemented it at Aster Clinics Vertical as part of our plan to make Open WHO MOOC the preferred resource for training frontline workers under the Quality and Patient Safety program.
- Open WHO has introduced courses on other important topics like Oral health care of pregnant women and Newborns – The course will be offered to relevant specialty staff and patient education materials will be developed.
- Adopt hand hygiene multilingual course for outsourced house keeping support staff and track effectiveness of training.
- To explore feasibility of getting individual /hospital wise dashboards on trainings through Open WHO

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References: [Online Learning for Mass Audiences during the COVID-19 Pandemic: Key Considerations for Real-Time Knowledge Transfer](#) (*International Journal of Emerging Technologies in Learning (IJET)*, 2022)

• [Learning multiplier effect of OpenWHO.org: use of online learning materials beyond the platform](#) (*Weekly Epidemiological Record / Relevé épidémiologique hebdomadaire*, 2022)

• [Motivations of healthcare workers enrolled in massive online open courses for just-in-time training during a public health emergency](#) (*The 8th Annual Stanford Global Health Research Convening*, 2022)

OpenWHO.org



Examples of Modules used for training	Examples of related Accreditation Canada standards Qmentum-Version 4
Introduction to IPC - Standard precautions	Infection Prevention and Control Version 4 5.1 The multi-faceted approach to Infection Prevention and Control (IPC) includes an education program tailored to IPC priorities, services, and client population 5.5 Team members and volunteers are required to attend the Infection Prevention and Control (IPC) education program at orientation and on a regular basis based on their IPC roles and responsibilities
Hand Hygiene	8.1 Required Organizational Practice: Hand-hygiene education is provided to team members and volunteers.
Healthcare-associated infection surveillance	12.4 Healthcare-associated infections are tracked, information is analyzed to identify outbreaks and trends, and this information is shared throughout the organization.
Blood- stream Infections	
Catheter-Associated urinary tract infection	
Surgical site infections	5.4 Information on how to safely perform high-risk activities is provided, including appropriately using personal protective equipment as outlined in its policies and procedures.
Standard precautions- PPE	7.3 There are policies and procedures for using personal protective equipment that are appropriate to the task.
Standard precautions: Injection safety and Needle stick injury management	
Monkey Pox -Introduction	13.4 Policies and procedures address how to manage emerging, rare, or problematic organisms, including antibiotic-resistant organisms
Severe acute respiratory infection(SARI) treatment facility design	
Influenza sentinel surveillance training	
Introduction to poliomyelitis and the global polio eradication initiative	Content used to understand Food safety
Monitoring methodologies for diet related regulatory intervention to support a healthy food environment	
Antimicrobial stewardship	Medication management 2.3 Required organizational practice: There is an antimicrobial stewardship program to optimize antimicrobial use
Modules used for Self Development	Areas where the course gave new learnings
Ethics and Governance of AI in healthcare	Vendor evaluation and product evaluation
Social Prescribing	Strategies for engaging patients and Importance of focus groups
Mpox : Epidemiology, preparedness and response	Development of protocols and conducting awareness sessions